

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 88.1.1d

Executive Summary

Period Ending 03/31/02

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	125
2.1	Response Time - Medium	90%	100%	120
2.2	Response Time - Low	90%	100%	0
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	125
2.4	Resolution Time -Medium (Complex)	90%	100%	120
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	
	Other Service Metrics			
2.7	Resolution Quality	95%	100%	245
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	237	245

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 03/01/01 through 03/31/01
- 2) Coordinated FSA DLS contractors with processing times for payments.
- 3) Updated FMS Enhancements & SIRS for review by FMS Operations team.
- 4) Added and updated 2% volume of user to FMS.
- 5) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted and functional user issues.
- 6) Assisted with many CFO functional and file transfer issues.

(See Appendix A for detailed explanations of the Metrics.)